



## **Analysis of Work Experience, Emotional Issues, and Training on Employee Employment Ability at PT Bank Negara Indonesia (Persero) Tbk Branch Office Rantau Prapat North Sumatra**

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### **Abstract**

This study aims to find out how the influence of Work Experience (X1), Emotional Issues (X2), and Training (X3) on the Work Ability (Y) Employees at PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera. The population in this study is the entire Employee at PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera which has 50 permanent employees. The sample was taken as a population of 49 respondents not including the head of the Branch. The research was conducted from April to June 2023. This study uses quantitative data processed with SPSS version 20.0 with a dual linear regression model. The results of the study showed that Work Experience had a positive and significant impact on the employability of PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera. Based on the result of 7,345 while the table was 2,012 and significant of 0,000, so that the number of 7,335 > tables 2,012 is significant and significant 0,000 < 0,05. Emotional issues have a positive impact and significant effect on the employment capacity of PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera. Work experience, emotional issues, and training have a positive and significant impact on the employability of employees at PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera. Based on the result, F is larger than the Ftable, because 25,578 is bigger than 2,81.

### **Keywords:**

Work Experience, Emotional Issues, Training and Work Ability

### **1. Introduction**

A bank is a financial institution whose main activity is to collect funds from the public and channel them to the public as well as provide other banking services. According to (Perbankan, 1998) The Republic of Indonesia Act No. 10 of 1998 on (Perbankan, 1992) Amendment to Act No. 7 of 1992 on Banking is everything that



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concerns the bank, including the institution, business activities, as well as the methods and processes in carrying out its business activities. A bank is an enterprise that collects funds from the community in the form of savings and distributes them to the society in form of credit and or other forms in order to improve the standard of living of many people. General Bank is a bank that carries out business activities conventionally and or based on Sharia Principles which in its activities provides services in the payment traffic.

The Bank of Indonesia (Persero) is one of the banking institutions that is developing and always striving to improve the quality and quality of services that will be provided to its customers. The advantages given by the Bank of India are not only visible from the products and gifts offered to the customers, but also cover quality and the quality of its employees as a person who serves every customer who comes to BNI with a professional.

The results of observations and interviews with employees of PT. Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat still show that there is a problem in the employee's employability of 57.14% caused by employees lack of technique (skills) in carrying out their work.

## **2. Research gap.**

Based on the above background, the formulation of this research is:

- a. Does the work experience partially have a positive and significant impact on the working capacity of PT. Bank Negara Indonesia Persero Tbk Branch Office Rantau Prapat North Sumatera?
- b. Do the emotional issues partially positively and significantly influence the work ability of PT. Bank Negara Indonesia Persero Tbk Branch Office Rantau Prapat North Sumatera?
- c. Does training partially influence positive and meaningful effect on the workability of PT. Bank Negara Indonesia Persero Tbk Branch Office Rantau Prapat North Sumatera?
- d. Are the working experience, emotional problems, and training simultaneously positive and signifying influence on the job ability of PT. Bank Negara Indonesia Persero Tbk Branch Office Rantau Prapat North Sumatera?

## **3. Research Objectives.**

In order to be able to conduct this research properly and can deal with the target that corresponds to the problem, then the objective of this research is:

- a. To know and analyze the work experience has a partial positive and significant influence on the working capacity of PT. Bank Negara Indonesia Persero Tbk Branch Office Rantau Prapat North Sumatera.



- b. To know and analyse the emotional issues have a partially positive and meaningful impact on the work ability of PT. Bank Negara Indonesia Persero Tbk Branch Office Rantau Prapat North Sumatera.
- c. To learn and analyse training is partially positively and significantly influenced on the job ability of PT. Bank Negara Indonesia Persero Tbk Branch Office Rantau Prapat North Sumatera.
- d. To identify and analyse work experience, emotional problems, and training simultaneously have a positive and significant impact on job ability.

#### **4. Literature Review**

##### **4.1. Working Capacity**

Employability is the activity of an individual or an organization in carrying out activities to the goals of the company. As far as performance is concerned, it is interpreted or defined by some experts who have different definitions. It's because it depends on what context and where the notion of performance is placed. Robbins stated that "workability is a function of the interaction between abilities and motivations or abilities possessed by a person and is inherent from birth or is the result of practice or practice." (Robbins, 2013).

(Handoko, 2016) Explanation of employability is a determining factor in the success of the personnel department inining effective human resources. If an individual is unable to solve the problems they face, then the individual will be deemed unserious in doing the job.

##### **4.2. Working Experience**

(Rivai Veithzal, 2016) He stated that experience (seniority) is a promotion based on the length of the employee's work experience. Working experience is considered in terms of promotion, the person who has worked for the longest time in the company is given first priority in the promotion action. Work experience is the process of forming knowledge or skills about the method of a job due to the involvement of the employee in the performance of the job. (Foster, 2007).

##### **4.3. Emotional Issues**

Emotional issues have a simple meaning, which is the ability to use emotions effectively to a goal and be able to build good relationships and success in the workplace. But according to (Desler, 2011) Emotional issues are the ability to feel the honesty in the heart that is at the heart of principles to be able to give a sense of security, guidance, strength and wisdom.

According to (Coleman, 2004) Emotional issues are more than one's ability to motivate oneself, resist failure, control emotions and delay satisfaction, as well as regulate the state of mind. With such emotional issues one can put emotions in the right portion, sort satisfaction and regulate mood. Daniel Goleman (Emotional



Intelligence) mentions that emotional intelligence plays a much more important role than IQ or expertise in determining who will be the star in a job.

#### **4.4. Training**

(Mangkunegara, 2017) It states that training is a process of teaching certain knowledge and skills and attitudes so that employees become more skilled and able to carry out responsibilities more effectively, in accordance with standards. Ideally, training should be designed to realize the goals of the organization, which at the same time also realizes the objectives of the individual workers. (Siagian, 2014).

Training is often considered to be the most common activity and leaders support training because through training, workers will become more skilled and therefore more productive even if the benefits have to be taken into account with the time spent while workers are in the workplace (Desler, 2011).

### **5. Methods**

#### **5.1. Research Approach**

This research is a quantitative study that uses an associative approach, i.e. research conducted to analyse the relationship or influence between two or more variables. (Fikri, Andika, et al., 2020). The approach in this study is used to find out to what extent work experience (X1), emotional issues (X2) and training (X3) are related to the ability to work. (Y).

#### **5.2. Research Location and Time**

The location of this research was carried out at PT Bank Negara Indonesia (Persero) Tbk Office Branch of Rantau Prapat North Sumatera. Which is located at Jl. A.Yani No. 63 Kec. The research was conducted from April to June 2023.

#### **5.3. Sample**

The sample is a portion of the population that is taken using sampling techniques. (Ghazali, 2017). Here the sample must actually reflect the state of the population, which means that the conclusions of the research drawn from the samples must be conclusions on the population. (Sugiyono, 2019). The sample in this study is an employee who is at PT. Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera. The sampling technique used in this study is Simple Random Sampling.

Sampling is done with saturated sampling, which is a method of determining samples if all members of the population are used as samples (Duryadi, 2021). When the number of respondents is less than 100 respondents, samples are taken all so that the research is a population study.

#### **5.4. Data Collection Technique**



Data collection is an important activity for research activities, because the collection of such data will determine whether a research is successful (Fikri, Pane, & Safitri, 2020). So in the selection of data collection techniques must be careful. The data collection techniques in this study are as follows:

**a. Observasi**

Observation is the activity of observing situations and conditions followed by sequential recording (Fikri, Pane, & Ahmad, 2020). The researchers perform observations before the data collection is carried out. This is done as consideration material to compile the study.

**b. Qusioner**

Data collection method by creating a list of questions or statements in the form of a list addressed to respondents (Fikri, Pane, & Safitri, 2020). The researcher gives a question or statement to the respondent where the answers to each of the questions or statements have already been provided, then the respondents are free to give an answer according to the alternative answers that have been prepared.

**c. Dokumentasi**

Documentation done by the researchers on this research to gather the data needed in the research (Fikri, Andika, et al., 2020). The data is in the form of books, archives, documents, figures and images that are reports and descriptions that can support the research.

## **6. Results**

### **6.1. Description of Respondents Characteristics**

The characteristics of respondents were obtained through a questionnaire completed by 49 respondents. The respondents' characteristics to be described below reflect how the state of the respondent studied includes gender, age, education, as shown in table 1, table 2, and table 3. Testing the characteristics of the respondent involves frequency analysis, which is a reading in describing the data so that it can explain the potential data target (Pane & Fikri, 2023).

**a. Respondent Characteristics By Gender**

The characteristics of respondents by gender can be seen in table 1 below:

**Table 1**  
**Gender**



	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
Men	22	44,9	44,9	44,9
Valid Women	27	55,1	55,1	100,0
Total	49	100,0	100,0	

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

Table 1 shows that of the 49 respondents, the highest number of respondents are men, which is 22 respondents (44.9%), compared to 27 female respondents (55.1%). This table shows that employees who work at PT Bank Negara Indonesia (Persero) Tbk North Sumatra Regional Branch Office have more female employees than male employees.

### **b. Respondent Characteristics By Age**

The age-based characteristics of respondents can be seen in table 2 below.:

**Table 2**  
**Age**

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
20 - 30 year	9	18,4	18,4	18,4
31 - 35 year	20	40,8	40,8	59,2
Valid 36 – 40 year	7	14,3	14,3	73,5
> 41 yearr	13	26,5	26,5	100,0
Total	49	100,0	100,0	

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

Table 2 shows that the highest number of 49 respondents are respondents aged 31-35 or 20 respondents (40.8%). This table shows that employees who work at PT Bank Negara Indonesia (Persero) Tbk North Sumatra Branch Office who are aged 31,35 are the most dominant employees.

### **c. Respondent Characteristics Based on Education**

The characteristics of respondents based on education can be seen in table 3 below:

**Table 3**  
**Education**



	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
D3	6	12,2	12,2	12,2
S1	31	63,3	63,3	75,5
Valid S2	10	20,4	20,4	95,9
S3	2	4,1	4,1	100,0
Total	49	100,0	100,0	

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

Based on table 3. showing that of the 49 respondents the highest is the last educated respondents S1 of 31 respondents (63.3%), this table shows that the employees who work at PT Bank Negara Indonesia (Persero) Tbk North Sumatera Branch Office who have the last education Bachelor (S1) are the most dominant employees.

## 6. Validity and Reliability Testing

### a. Uji Validitas

To determine the validity of the details in the list of questions presented to the respondent, a validity test must be performed. If the validities of each question are greater than (>) 0,30, then the question is deemed to be valid (Sugiyono, 2013).

**Table 4**  
**Work Experience Validity Test (X1)**

<b>Number</b>	<b>Symbol</b>	<b>rcount</b>	<b>rcrits</b>	<b>Description</b>
1	X1-1.1	0,466	0,30	Valid
2	X1-1.2	0,530	0,30	Valid
3	X1-2.1	0,501	0,30	Valid
4	X1-2.2	0,656	0,30	Valid
5	X1-3.1	0,487	0,30	Valid
6	X1-3.2	0,547	0,30	Valid
7	X1-4.1	0,555	0,30	Valid
8	X1-4.2	0,483	0,30	Valid
9	X1-5.1	0,647	0,30	Valid
10	X1-5.2	0,562	0,30	Valid

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)



Based on table 4 validity test results contained in the Corrected Item-Total Correlation column, the value of the work experience variable (X1) is greater than 0.30 or, in other words, the entire question is declared valid.

**Table 5**  
**Emotional Issues Validity Test (X2)**

Number	Symbol	rcount	rcrits	Description
1	X2-1.1	0,574	0,30	Valid
2	X2-1.2	0,582	0,30	Valid
3	X2-2.1	0,590	0,30	Valid
4	X2-2.2	0,600	0,30	Valid
5	X2-3.1	0,547	0,30	Valid
6	X2-3.2	0,524	0,30	Valid
7	X2-4.1	0,416	0,30	Valid
8	X2-4.2	0,484	0,30	Valid
9	X2-5.1	0,519	0,30	Valid
10	X2-5.2	0,472	0,30	Valid

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

Based on table 5 of the validity test results found in the Corrected Item-Total Correlation column, the value of the emotional problem variable (X2), greater than 0.30, or in other words the entire question is declared valid.

**Table 6**  
**Training Validity Test (X3)**

Number	Symbol	rcount	rcrits	Description
1	X3-1.1	0,582	0,30	Valid
2	X3-1.2	0,578	0,30	Valid
3	X3-2.1	0,597	0,30	Valid
4	X3-2.2	0,750	0,30	Valid
5	X3-3.1	0,494	0,30	Valid
6	X3-3.2	0,556	0,30	Valid

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)





Based on table 6 validity test results contained in the Corrected Item-Total Correlation column, the value of the training variable (X3) is greater than 0.30 or, in other words, the entire question is valid.

**Table 7**  
**Work Ability Validity Test (Y)**

Number	Symbol	rcount	rcrits	Description
1	Y1-1.1	0,487	0,30	Valid
2	Y1-1.2	0,650	0,30	Valid
3	Y1-2.1	0,430	0,30	Valid
4	Y1-2.2	0,536	0,30	Valid
5	Y1-3.1	0,405	0,30	Valid
6	Y1-3.2	0,437	0,30	Valid
7	Y1-4.1	0,692	0,30	Valid
8	Y1-4.2	0,509	0,30	Valid
9	Y1-5.1	0,506	0,30	Valid
10	Y1-5.2	0,621	0,30	Valid
11	Y1-6.1	0,686	0,30	Valid
12	Y1-6.2	0,421	0,30	Valid

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

Based on table 7 validity test results contained in the Corrected Item-Total Correlation column, the value of the working capacity variable (X3) is greater than 0.30 or in other words the entire question is declared valid.

**b. Uji Realibilitas**

The second stage in the data quality test is the reality test. The reality test aims to determine the stability and consistency of respondents in answering details related to the construction of questions that are structured in the form of a questionnaire (Sahir, 2022). The reliability of a variable construction is said to be reliable if it has a Cronbach's Alpha value greater than (>) 0.70.

**Table 8**



**Work Experience Reliability Test (X1)**

<i>Reliability Statistics</i>	
<i>Cronbach's Alpha</i>	<i>N of Items</i>
.762	10

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

The results of the tests in table 8 show that the resulting Cronbach's Alpha value is 0.848 and greater than 0.70 so that the test results are qualified and can be concluded that the entire statement on the working experience variable (X1) is said to be reliable or reliable.

**Table 9**  
**Emotional Issues Reliability Test (X2)**

<i>Reliability Statistics</i>	
<i>Cronbach's Alpha</i>	<i>N of Items</i>
.893	10

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

The test results in table 9 showed that the Cronbach's Alpha value produced was 0.893 and greater than 0.70 so the test results were declared qualifying and could be concluded that the entire statement on the emotional problem variable (X2) was said to be reliable or reliable..

**Table 10**  
**Training Reliability Test (X3)**

<i>Reliability Statistics</i>	
<i>Cronbach's Alpha</i>	<i>N of Items</i>
.832	6

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

The test results in table 10 show that the Cronbach's Alpha value produced is 0.832 and greater than 0.70 so the test results are qualified and can be concluded that the entire statement on the training variable (X3) is said to be reliable or reliable.

**Table 11**  
**Work Ability Reliability Test (Y)**

<i>Reliability Statistics</i>	
<i>Cronbach's Alpha</i>	<i>N of Items</i>



.711	12
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Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

The test results in table 11 show that the Cronbach's Alpha value is 0.711 and greater than 0.70 so the test results are qualified and can be concluded that the entire statement on the working capacity variable (Y) is said to be reliable or reliable.

### 7. Multiple Linear Regression Test

The data analysis model used to determine the magnitude of the influence of a free variable on a bound variable is an econometric model with analysis techniques using the smallest common square model. The matching test used is a double linear regression test that aims to calculate the magnitude of the impact of two or more free variables on one bound Variable and to predict the binding variable using two or several freer variables (Hikamawwati, 2020). The formula for double regression analysis in this study is as follows:

$$Y = \alpha + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + e$$

The results of the double linear regression test performed with the help of the SPSS application can be seen in table 12 below:

**Table 12**  
**Multiple Linear Regression Analysis Results**

Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	30,181	6,691	
	Working experience	,780	,106	,707
	Emotional Issues	,361	,110	,301
	Training	,147	,140	,102

a. Dependent Variable: Work Ability

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

From the results of data processing with the help of SPSS on the double linear regression test shown in table 12 above, it shows that the constant of Workability (Y) is 30,181. The regression value of Work Experience (X1) is 0,780, the regression rate of Emotional Issues (X2) is 0,361, and the value of Training (X3) is 0,147. Based on this, we obtain the following double linear regression equation:

$$Y = 30,181 + 0,780X_1 + 0,361X_2 + 0,147X_3 + e$$



The interpretation of the double linear regression equation above is as follows:

- a. If everything on the free variables is considered to be zero or none or not, either on Work Knowledge (X1), Emotional Issues variable (X2), or on Training variables (X3), then Work Ability (Y) has a value of 30,181. That means without Work Experience, Emotional issues, and Training, the level of work Ability has been 30,181 units.
- b. If there is an increase against the Work experience (X1) variable by 1 units, then the work ability (Y), then it will increase by 0,780 units.
- c. If there is a increase over the emotional problem (X2) variabel by 1 a units then, the work capacity (Y, then, will be increased by 0,361 a one.
- d. If there is an increase in the training variable (X3) by 1 unit, then the working capacity (Y) will increase by 0.147 units.

Based on the results of the double linear regression test above, it is known that the most dominant variable affecting Work Ability (Y) is the Work Experience variable (X1). This is based on the fact that the work experience (X1) free variable has the largest regression value of 0.780, followed by the emotional problem free variabel (X2) which has a regression of 0.361, and the last training free variables (X3) of 0.147. So it can be concluded that work experience is the most dominant factor affecting work ability.

## 8. Uji Hipotesis

### 8.1. T Test (Partial Test)

The partial test basically shows how far each independent variable of Work Knowledge (X1), Emotional Issues (X2), and Belief/Values (X3) influences the Work Ability dependent variable. (Y). This test is performed using a 5% significance rate or by comparing thitung with a table. If the significance value  $t < 0.05$  or  $t_{hitung} > t_{table}$ , then there is a significant influence between the free variable on the partially bound variable. If a significant value  $t > 0.05$ , or the  $t_{hitung} < t_{table}$ , there is no influence on the partly bound.  $t_{table}$  can be searched using the list of tables t or using the MS application. Excel by looking at the value of degree of freedom (df) where  $df = n - k = 49 - 4 = 45$ , then type =  $TINV(0,05;82)$  in the Ms. Excel application so that you get a large  $t_{table}$  of 2.014.

**Table 13**  
**Hasil Uji t (Uji Parsial)**  
**Coefficients<sup>a</sup>**

Model		t	Sig.
1	(Constant)	4,510	,000
	Working experience	7,345	,000
	Emotional Issues	4,268	,002



	Training	5,047	,010
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a. Dependent Variable: Work Ability

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

Based on the results of the test-t in table 13 above, it can be concluded that:

- Based on the results of the test-t in table 13 above, it is possible to draw the conclusion that: a. The effect of Work Experience (X1) on Work Ability (Y) The result of the trial-t shows that the thithing value of the variable of Work experience (X 1) is 7,345, greater than the value of a table that is 2,014 then it is known that thithings value > ttable. The significant value of work experience variable (X2) is also less than 0,05 and is 0,000 then it can be concluded that there is a positive and significant influence of the work experience (x1) on work ability (Y).
- The impact of the emotional problem (x2) on work capacity (y) The test results show that the tithing amount of the Emotional problem variable(x2) is 4,268 and greater that of the ttable value of 2,014 so it is well known that there are less than 2,014 thithering values for a table (Y).
- Effect of Training (X3) on Work Ability (Y) The results of the test-t showed that the thitung value of the Training variable (X3), which is 5,047, is greater than the table value, i.e. with a value of 2,014 then it is known that the value of thitung > ttable (Y).

## 8.2. F Test (Simultan Test)

After partial testing (test-t) then then determine simultaneous testing or called test-F. In the F-test this aims to test at the same time the influence of the variables of Work Experience (X1), Emotional issues (X2), and Belief/Values (X3) on the dependent variable of Work Ability (Y). The method used is to look at the level of significant (=0,05). If the significance value is less than 0.05, then H0 is rejected and Ha is accepted.

The results of simultaneous testing of the research hypothesis can be seen in table 14.:

**Table 14**  
**F Test Result (Simultan Test)**  
**ANOVA<sup>a</sup>**

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	325,049	3	108,350	25,578	,000 <sup>b</sup>
1 Residual	190,624	45	4,236		
Total	515,673	48			

a. Dependent Variable: Work Ability

b. Predictors: (Constant), Work Experience, Emotional Issues, Training



Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

The results of Test-F using SPSS in table 14 above are known that, the significant value obtained is 0,000 and the calculated value is 25,578.

The value of this calculation will be compared to the value of  $F_{table}$ , if  $F_{table} >$  from  $F_{table}$  then accept  $H_a$  and reject  $H_o$ . The value for  $F_{table}$  can be searched by looking at the list of tables F or by using the help of MS. Excel. To obtain  $F_{table}$ , you must first know the values of  $df_1$  and  $df_2$ .  $df_1$  values are obtained by the formula :  $df_1 = k - 1$  whereas the value for  $df_2$  is obtaining the formula:  $df_2 = n - k$  Where  $k$  is the number of variables, and  $n$  is many samples. So  $n = 49$  and  $k = 4$ . Then :  $df_1 = k - 1 = 4 - 1 = 3$   $df_2 = n - k = 49 - 4 = 45$  then the resulting  $F_{table}$  is 2.81. It can then be concluded that the regression model in this study of Work Experience (X1), Emotional Issues (X2), and Training (X3) simultaneously had a positive and significant influence on Work Ability (Y).

## 9. Discussion

### 9.1. Impact of Work Experience on Employment Ability of Employees of PT. Bank Negara Indonesia Persero Tbk Office Branch of Rantau Prapat North Sumatera

The results of these tests show that work experience has a positive and significant influence on the employability of employees of PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera This is seen from a double linear regression analysis through a positive t-marked test with a thitung value of 7,345 with sig. 0,000. Based on these results, it can be concluded that hypothesis 1 (one) in this study has been tested and acceptable. In other words, as the work experience consisting of long hours of work, the level of knowledge, skills possessed, mastery of the job, and mastery on the equipment increases, then the employee's ability to work will also increase.

The results of this research are consistent with the purpose of the research carried out, namely to identify and analyze the work experience partially has a positive and significant impact on the working capacity of PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera has been implemented. The results of this research have also answered the problem that exists on identification that employees can not do work with good technique has been solved.

### 9.2. Impact of Emotional Issues on Employment Ability of Employees of PT. Bank Negara Indonesia Persero Tbk Office Branch of Rantau Prapat North Sumatera

The results of these tests show that emotional issues have a positive and significant influence on the working capacity of employees of PT Bank Negara



Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera. This is seen from the double linear regression analysis through the positive t-test with a thitung value of 4,268 with sig. 0,002. Based on these results, it can be concluded that the hypothesis 2 (two) in this study has been tested and acceptable. In other words, when emotional issues consist of self awareness, self management, motivation, empathy or social awarness, and relationships, then the employee's working ability will also increase.

The results of this research are consistent with the purpose of the research carried out, namely to identify and analyze the emotional issues that have a partial positive and significant impact on the working capacity of PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera has been implemented. The results of this research have also answered the problem that exists on the identification that employees do not work in accordance with the SOP given by the company has been answered.

### **9.3. Impact of Training on Employment Capacity of Employees of PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera.**

The results of these tests show that training has a positive and significant influence on the employment capacity of employees of PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera. This is seen from the double linear regression analysis through a positive t-marked test with a thitung value of 5,047 with sig. 0,010. Based on these results, it can be concluded that the hypothesis 3 (three) in this study has been tested and acceptable. In other words, when training consists of training content, lengthy training times, training facilities increases then the employee's ability to work will also increase.

The results of this research are consistent with the purpose of the research carried out, namely to identify and analyze training partially has a positive and significant impact on the working capacity of PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera. Region has been implemented. The results of this research have also addressed the problem of identifying the problem that employees cannot use the training facilities provided has been solved.

### **9.4. Impact of Work Experience, Emotional Issues, and Training on Employee Ability of PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera.**

The results of the research showed that work experience, emotional issues, and training influenced the employability of employees of PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera. This is seen from the double linear regression analysis through the positive F-test with a F-calculation value of 25,578 with sig. 0,000. Based on these results, it can be concluded that the hypothesis 4 (four) in this study has been tested and acceptable. The positive direction indicates that each increase in work experience, emotional issues, and training leads



to an increase in employment capacity of employees of PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera at the same time.

The results of this research are in accordance with the purpose of the research to know and analyze the work experience, emotional issues, and training simultaneously have a positive and significant impact on the employee's ability to work at PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera has been answered and at the same time has solved / answered the problem that exists in the identification of problems that employees can not do work with good technique has been solved.

## 10. Conclusion

Based on the results of the research described above, it can be concluded that:

- a. Working experience has a positive and significant impact on the employee's ability to work at PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera.
- b. Emotional issues have a positive impact and significant effect on the employees' work capacity at PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera.
- c. Training has a significant and positive impact on employees' working capacity in PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera.
- d. Employment experience, emotional issues, and training have a significant impact simultaneously on the job capacity of employees at the PT Bank Negara Indonesia (Persero) Tbk Office Branch Rantau Prapat North Sumatera.

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